

Joint Legislative Audit and Review Commission of the Virginia General Assembly

Survey of VITA Customer Agencies

General Instructions

In July 2003 the Joint Legislative Audit and Review Commission (JLARC) directed its staff to monitor the implementation of the Virginia Information Technologies Agency (VITA). As part of the review of VITA implementation, JLARC is seeking the input of customer agencies affected by the consolidation of information technology functions. This survey asks about your agency's experiences with the implementation of VITA, the consolidation, and the current quality and cost of VITA services.

Please complete the survey by July 22, 2005. It is estimated that it will take about 30-40 minutes to complete all of the questions.

Your individual responses will not be shared with VITA or any other agency. Rather, JLARC will report aggregate statistics regarding the responses to the survey. You should also note that the database containing the answers to the survey does not reside on a VITA server, and VITA has no access to the database.

This survey should be completed by the person in your agency most knowledgeable about your agency's involvement in the consolidation of information technology functions and assets in VITA and with the quality and costs of VITA services. If you have problems completing the survey, please contact Glen Tittermary at (804) 819-4589 or gtittermary@leg.state.va.us.

Click the Next button to begin the survey.

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Please provide information about your agency and the person completing the survey.

1. Agency:_____
2. Name of the person completing the survey:_____
3. Title or position of the person completing the survey:_____
4. Email address of the person completing the survey:_____
(In case we have questions about your responses)
5. Telephone number of the person completing the survey:_____
(In case we have questions about your responses)

The first set of questions related to the consolidation of information technology functions and the creation of VITA. Click Next to continue.

6. For the purposes of the VITA transition, was your agency classified as a small, medium, or large agency?
___Small ___Medium ___Large
7. As a result of the VITA transition, were any employees of your agency transferred to VITA?*
- (If you answer 'Yes' you will be asked for additional information about the employee transfers; otherwise you will skip to Question 13)
- ___Yes ___No
8. How many employees were transferred from your agency to VITA?_____
9. Was your agency satisfied that the transfers were appropriate in every instance?
___Yes ___No
10. If you answered 'No' to question 9 above, explain why your agency considers some transfers inappropriate.
11. Has the transfer of staff from your agency to VITA positively or negatively impacted your agency?
___Positive Impact ___Negative Impact
12. Explain your response to Question 11. How did the transfer of staff have a positive or negative impact?_____

13. Has the consolidation of information technology functions, staff or assets resulted in any direct, verifiable cost savings to your agency?
(If you answer 'Yes' you will be asked for additional information about the cost savings; otherwise you will skip to Question 18.)
☐ Yes ☐ No
14. What were the savings to your agency from the consolidation of information technology functions?
(Enter dollar amount.)
 \$0
15. For which time period were the savings in Question 14 accrued?
☐ FY 2004 ☐ FY2005 ☐ Other: _____
16. How did the consolidation of information technology functions in VITA result in the savings you entered in Question 14? _____
17. Are the savings you entered in Question 14 one-time savings or recurring annual savings?
☐ One-time Savings ☐ Recurring Annual Savings
18. As a result of the information technology consolidation, would you say that the quality of information technology services for your agency is:
☐ Improved ☐ About the Same ☐ Worse
19. As a result of the information technology consolidation, would you say that information technology services for your agencies now cost:
☐ More ☐ About the Same ☐ Less
20. If information technology services cost your agency more since the consolidation, what is the primary reason for the increased costs?
(Check all that apply)
☐ VITA Administrative Fee ☐ Increased Quantity of Service
☐ Improved Quality of Service ☐ New Services Not Previously Available
☐ Other: _____
21. Did your agency request from the Department of Planning and Budget any additional general funds for increased VITA costs in FY 2004 or FY 2005?
☐ Yes ☐ No
22. What additional general funding did your agency receive for increased VITA costs in FY 2004 and FY 2005?
(Enter a dollar amount.)

	Dollar Amount
FY 2004	\$0
FY 2005	\$0

23. As a result of the information technology consolidation, would you describe your agency's access to information technology staff (including employees transferred from your agency to VITA) as:
☐ Better ☐ About the Same ☐ Worse
24. Do you consider the information technology consolidation in VITA to be a success?
☐ Yes ☐ No
25. What do you see as the primary current or short-term benefit to your agency from the creation of VITA and the consolidation of information technology functions?
☐ Improved Quality of Services ☐ Availability of New Services
☐ Reduced Costs ☐ Better Use of Resources
☐ No Short-term Benefits ☐ Other: _____
26. What do you see as the primary future or long-term benefit to your agency from the creation of VITA and the consolidation of information technology functions?
☐ Improved Quality of Services ☐ Availability of New Services
☐ Reduced Costs ☐ Better Use of Resources
☐ No Short-term Benefits ☐ Other: _____
27. What do you see as the primary disadvantage of the consolidation of information technology functions in VITA?
☐ Reduced Quality of Services ☐ Increased Costs
☐ Loss of Control Over Critical Agency Functions
☐ No Disadvantage ☐ Other: _____
28. What additional changes are needed to the structure of information technology for Virginia State government? How would those changes benefit your agency and State government? _____

The next set of questions relate to the quality and costs of information technology services currently provided to your agency by VITA.

29. Does your agency receive adequate staff support from VITA for information technology functions?
☐ Yes ☐ No ☐ Not Applicable
30. Does the VITA Service Level Agreement for your agency establish appropriate and enforceable levels of services to meet your agency's information technology needs?
☐ Yes ☐ No ☐ Not Applicable
31. How would you rate the overall quality of services provided by VITA to your agency?
☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Unacceptable
32. How would you rate the technical expertise of the VITA staff who provide services to your agency?
☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Unacceptable

33. How would you rate the responsiveness of VITA in providing services on a regular basis?
 ___Excellent ___Good ___Fair ___Poor ___Unacceptable
34. How would you rate the responsiveness of VITA when your agency has problems or concerns?
 ___Excellent ___Good ___Fair ___Poor ___Unacceptable
35. Considering both the costs and the quality of VITA services, how would you rate the value of services provided to your agency by VITA?
 ___Excellent Value ___Good Value ___Fair Value ___Poor Value
36. Do you think the VITA billing rates for services to your agency are reasonable?
 ___Yes ___No
37. If you do NOT think the rates are reasonable, please explain why in the space below. _____
38. How often would you say that VITA provides accurate and timely cost data on services for your agency to properly plan and budget for information technology services?
 ___Always ___Most of the Time ___Sometimes ___Rarely ___Never
39. Please indicate your level of agreement with the following statements about the quality and costs of VITA services for your agency.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know/Not Applicable
The quality of services for my agency has improved since the creation of VITA.					
The cost of services has been reduced since the creation of VITA					
My agency considers VITA to be a valuable business partner.					
VITA provides the services my agency needs.					
The transfer of staff from my agency to VITA has improved the quality of services.					
VITA has saved my agency money.					
VITA provides information technology services to my agency that we could never produce ourselves.					
When my agency has problems with services provided by VITA, VITA is prompt in correcting the problems.					
My agency does not use some VITA services because they cost too much.					
VITA bills my agency for services promptly.					
VITA bills for services to my agency are always accurate.					
It is difficult for my agency to budget properly for the costs of VITA services.					
The quality of information technology services was better when my agency provided those services itself.					
VITA staff serving my agency would be more productive if they still worked for my agency.					
My agency would prefer to purchase some services from private vendors instead of VITA.					
Procurement of information technology hardware and software has improved since the creation of VITA.					

The last section of the survey relates to the Information Technology Investment Board, technology project planning, and the process for approval of technology projects.

40. How many staff from your agency have participated in VITA's project management training since July 1, 2003? _____
41. If any of your staff who wanted or needed project management training have been unable to receive VITA's training, why have they not participated?
(Check as many reasons as apply.)
☐ The cost of training was prohibitive.
☐ The training schedule did not meet our needs.
☐ The type of training offered did not meet our needs.
☐ The location of the training did not meet our needs.
☐ Other: _____
42. How would you rate the quality of VITA's project management training in improving the project management knowledge of your staff?
☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Unacceptable
43. Has the VITA project management training improved the on-the-job performance of your agency's project management staff?
☐ Yes-Performance has improved ☐ No-Performance has not improved
☐ Too soon to know/Have not managed a project
44. Has your agency submitted an information technology project to the Information Technology Investment Board for its approval?
☐ Yes ☐ No
45. Has the review of documentation for your agency's projects by VITA's Project Management Division been beneficial?
☐ Yes ☐ No ☐ Don't Know/Not Applicable
46. Does VITA's Dashboard provide adequate information about the status of projects for your agency?
☐ Yes ☐ No ☐ Don't Know/Not Applicable
47. Does VITA's Project Management Division provide adequate oversight of projects under development by your agency?
☐ Yes ☐ No ☐ Don't Know/Not Applicable
48. Does the Strategic Planning and Review Committee of the Information Technology Investment Board provide adequate oversight of the projects it reviews?
☐ Yes ☐ No ☐ Don't Know/Not Applicable
49. Has the review process for information technology projects resulted in any delay of projects for your agency?
☐ Yes ☐ No ☐ Don't Know/Not Applicable

50. Please use the space below to provide additional comments about the implementation of the Virginia Information Technologies Agency. _____

51. When you have completed all questions and are ready to submit your final survey, enter your agency certification code in the space below and click the Finish button. The certification code verifies that this is your agency's official response.

(The certification code was sent in the letter to your agency head inviting your agency to participate in this survey)